



**State of Utah**

JON M. HUNTSMAN JR.  
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GARY R. HERBERT  
*Lieutenant Governor*

**Administrative Services**

D'ARCY DIXON PIGNANELLI  
*Executive Director*

**Purchasing and General Services**

DOUGLAS RICHINS  
*Division Director*

**June 20, 2005**

**\*\*\* ADDENDUM \*\*\* ADDENDUM \*\*\* ADDENDUM \*\*\*ADDENDUM\*\*\***

**SOLICITATION: RM5084**  
**DUE DATE: 07/06/05**  
**TIME: 3:00 P.M.**

**DESCRIPTION: CONTRACT FOR MEDICAL INTERPRETING SERVICES**

**ADDENDUM #1**

**The following are changes to be added to the specifications/requirements for this proposal:**

1. RFP Questions and corresponding answers are attached.
2. The due date and time remain unchanged
3. With purchasing questions contact Roselle Miller at 801-538-3232.

\*\*\*\*\*END OF ADDENDUM\*\*\*\*\*

To acknowledge receipt of addendum, include a copy of this addendum with the proposal submittal or give written acknowledgment with the proposal. It shall be the responsibility of the respondent to appropriately disseminate this information to all concerned prior to the assigned due date and time.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Company

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

1. The solicitation refers to 18 languages. We would assume the Spanish is the most commonly interpreted language. Does an approximate breakdown exist that can be shared indicating what percent each of these languages is used?

**Although Spanish is one of the most commonly interpreted languages, we have found that Russian and Bosnian are becoming highly requested languages for interpreting as well. We do not have an overall breakdown of the percentages, as it depends on the vendor and the type of clientele they serve. Some serve more Spanish speaking, others serve more Russian, and some more Bosnian, etc.**

**The 18 languages listed in the solicitation are not necessarily required but they are not limited either. We have new languages and dialects that are requested on occasion**

2. Niur is one of the language in the solicitation. A language called Nuer is spoken in Somalia and Ethiopia and we are asking if these two are the same language? Some languages have different spellings, which is the reason for the question.

**Niur and Nuer are the same language mentioned, just spelled differently.**

3. The solicitation asks for availability of interpreters by geographic area. Are we correct in thinking this means the St. George area, Cedar City area, Logan area, etc. rather than by county?

**Yes, it means the geographic area. You don't necessarily have to list a covered city and/or county. We are just concerned about the coverage area and if interpreters are available to service clients in outer city areas, if requested.**

4. Who is the current vendor providing these services today?

**Language Line Services (In house/employee use only)**

**Pentskiff Interpreting Services**

**Passport to Languages**

**Catholic Community Services**

**International Rescue Committee**

5. What rate is the current vendor charging?

**Phone interpreting ranges from: \$1.50-\$2.50 per minute/business hours (8:00am-5:00pm)  
\$2.50-\$4.50 per minute off hours (after 5:00 pm  
weekdays/weekends/holidays etc.)**

**Onsite interpreting ranges from: \$26.00-\$35.00 per hour/business hours  
\$35.00-\$55.00 per hour/off hours**

**Written translation ranges from: \$ .30-\$ .80 per word**

6. Based on prior billings, approximately what percentage of the calls are for Spanish?

**Approximately 25-30 %**

7. What's the approximate monthly dollar volume of this contract under the current vendor(s).

**Approximately \$ 7500-\$ 8500 per month**

8. Can you specify the area you need coverage for? Is it all of Utah or primarily SL county?

**The majority of onsite appointments are in Salt Lake County. Occasionally we have requests for areas out of Salt Lake. We need to know if you have interpreters in outlying areas or that are willing to travel to meet an appointment.**

9. Do you have any mode preference? By that I mean do you prefer onsite or over the phone?

**We have the need for onsite and phone interpreting. We do not have a preference, it just depends on what the clients needs are.**